

| Limpopo Province: Elias Motsoaledi Local Municipality(LIM472) - Schedule of Service Delivery Standards | |
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| Service Level | Description |
| Solid Waste Removal | Premise based removal (Residential Frequency) |
| | Bulk Removal (Frequency) |
| | Removal Bags Provided(Yes/No) |
| | Garden refuse removal included (Yes/No) |
| | Street Cleaning Frequency in CBD |
| | How soon are public areas cleaned after events (24hours/48hours/longer) |
| | Street Cleaning Frequency in areas excluding CBD |
| | Daily excluding weekends |
| | Daily including weekends |
| | Yes |
| | Removal refuse removed included (Yes/No) |
| | Permeable based removal (Business Frequency) |
| | Three times, daily for fast food outlets |
| | Once a week |
| | Twice a week |
| | Yes |
| | Yes |
| | As and when a need arises |
| | Cleaning or environmental friendly practices(Yes/No) |
| | Do you provide any environmental or scarce resource protection activities as part of your operations? (Yes/No) |
| | What is the average minimum water flow in your municipality? |
| | Is free water available to all? (All or only to the indigenous consumers) |
| | Water Quality rating (Blue/Green/Brown/No/other) |
| Water Service | Water Quality rating (Blue/Green/Brown/No/other) |
| | Are service availability percentage on average per month? |
| | Does your municipality have a ripple control in place that is operational? (Yes/No) |
| | How much do you estimate is the cost saving in utilizing the ripple control system? |
| | What is the frequency of meters being read? (per month, per year) |
| | Are estimated consumption calculated at consumption over (two months/three months/six months/longer period) |
| | Does your municipality have a ripple control in place that is operational? (Yes/No) |
| | How long does it take to restore electricity availability? |
| | Are accounts normally calculated on actual readings? (Yes/no) |
| | Do you provide any environmental or scarce resource protection activities as part of your operations? (Yes/No) |
| | What is the average frequency of meters being read? (per month, per year) |
| | Are estimated consumption calculated at consumption over (two months/three months/six months/longer period) |
| | Does your municipality have a ripple control in place that is operational? (Yes/No) |
| | How long does it take to restore electricity availability? |
| | Are accounts normally calculated on actual readings? (Yes/no) |
| | Do you provide any environmental or scarce resource protection activities as part of your operations? (Yes/No) |
| | What is the average frequency of meters being read? (per month, per year) |
| | Are estimated consumption calculated at consumption over (two months/three months/six months/longer period) |
| Electricity Service | What is your electricity availability percentage on average per month? |
| | Does your municipality have a ripple control in place that is operational? (Yes/No) |
| | How long does it take to restore electricity availability? |
| | Are accounts normally calculated on actual readings? (Yes/no) |
| | Do you provide any environmental or scarce resource protection activities as part of your operations? (Yes/No) |
| | What is the average frequency of meters being read? (per month, per year) |
| | Are estimated consumption calculated at consumption over (two months/three months/six months/longer period) |
| | Does your municipality have a ripple control in place that is operational? (Yes/No) |
| | How long does it take to restore electricity availability? |
| | Are accounts normally calculated on actual readings? (Yes/no) |
| | Do you provide any environmental or scarce resource protection activities as part of your operations? (Yes/No) |
| | What is the average minimum water flow in your municipality? |
| | Is free water available to all? (All or only to the indigenous consumers) |
| | Water Quality rating (Blue/Green/Brown/No/other) |
| Water Service | Water Quality rating (Blue/Green/Brown/No/other) |
| | Are service availability percentage on average per month? |
| | Does your municipality have a ripple control in place that is operational? (Yes/No) |
| | How long does it take to restore electricity availability? |
| | Are accounts normally calculated on actual readings? (Yes/no) |
| | Do you provide any environmental or scarce resource protection activities as part of your operations? (Yes/No) |
| | What is the average frequency of meters being read? (per month, per year) |
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| | Does your municipality have a ripple control in place that is operational? (Yes/No) |
| | How long does it take to restore electricity availability? |
| | Are accounts normally calculated on actual readings? (Yes/no) |
| | Do you provide any environmental or scarce resource protection activities as part of your operations? (Yes/No) |
| | What is the average frequency of meters being read? (per month, per year) |
| | Are estimated consumption calculated at consumption over (two months/three months/six months/longer period) |
| Efficiency Service | What is your efficiency availability percentage on average per month? |
| | Does your municipality have a ripple control in place that is operational? (Yes/No) |
| | How much do you estimate is the cost saving in utilizing the ripple control system? |
| | What is the frequency of meters being read? (per month, per year) |
| | Are estimated consumption calculated at consumption over (two months/three months/six months/longer period) |
| | Does your municipality have a ripple control in place that is operational? (Yes/No) |
| | How long does it take to restore electricity availability? |
| | Are accounts normally calculated on actual readings? (Yes/no) |
| | Do you provide any environmental or scarce resource protection activities as part of your operations? (Yes/No) |
| | What is the average frequency of meters being read? (per month, per year) |
| | Are estimated consumption calculated at consumption over (two months/three months/six months/longer period) |
| Emerging Service | Are your municipalities system effective enough to put water back in to the system after purification? |
| | To what extent do you subsidize your indigenous consumers? |
| | How long does it take to restore average usage on average? |
| | How long does it take to repair a single pothole on a major road? (Hours) |
| | Time taken to repair a road following an minor road? (Hours) |
| | Do not work on major roads |
| Road Infrastructure Services | Time taken to repair a road following an open trench service crossing? (Hours) |
| | 24 Hours |
| | 60 Hours |
| | 24 Hours |
| | One month |
| Property Valuations | How long does it take on average from completion to the first account being issued? (one month/three months or longer) |
| | No |
| | 30 days |
| | Yes |
| | Are the Council adopted business processes structuring the flow and management of documentation feeding to Trial Balance? |
| | Decrease/increase |
| Financial Management | Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/increase) |
| | No |
| | 30 days |
| | Yes |
| | Are there any changes in the financial statement outcomes? (Yes/No) |
| | No |
| | Decrease/increase |

MUNICIPAL MANAGER

| Administrative | |
|--|----------------|
| Time to respond to a verbal customer enquiry or request (working days) | 2 days |
| Time to respond to a written customer enquiry or request (working days) | 2 days |
| What percentage of calls are not answered? (5%, 10% or more) | 2 days |
| How long does it take to respond to voice mails? (hours) | 5% |
| Is there a reduction in the number of complaints if not? (Yes/No) | No |
| Does the municipality have control over locked enquiries? (Yes/No) | N/A |
| How long does it take to open an account to a new customer? (1 day, 2 days, a week or longer) | 1 day |
| How many times does SCM Unit, CFO's Unit and Technical Unit fail to review and resolve SCM process delays other than normal monthly management meetings? | once per month |
| Community safety and licensing services | |
| How long does it take to renew a vehicle licence? (minutes) | 10 |
| How long does it take to renew a vehicle licence? (minutes) | 20 |
| How long does it take to issue a duplicate registration certificate vehicle? (minutes) | 5 |
| How long does it take to renew a drivers licence? (minutes) | 30 |
| What is the average reception time of the fire ambulance service to an incident in the urban area? (minutes) | N/A |
| What is the average reception time of the fire ambulance service to an incident in the rural area? (minutes) | N/A |
| How many economic development projects does the municipality drive? (1) | 1 |
| How many economic development projects does the municipality drive? (%) | 5% |
| Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No) | No |
| Other service delivery and communication | |
| Is information package handed to the new customer? (Yes/No) | No |
| Does the municipality have training or information sessions to inform the community? (Yes/No) | Yes |
| Are customers treated in a professional and humanly manner? (Yes/No) | Yes |
| DATE | 10/06/2020 |